



Center for Public Policy Priorities

# Improving Child Protective Services Turnover and Quality of Care

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# Improving Caseworker Retention

- Resources to do the job right
  - For 2012, CPS had to cut supervisor and admin support to maintain caseworker positions
    - 37% fewer case aides and admin in investigations
    - 14% fewer supervisors and 14% less case aides and admin support for those working with families
  - May keep caseloads from rising but drives up workload so doesn't make job any easier
  - Makes it harder to develop and maintain strong supervisor connection

# Improving Caseworker Retention

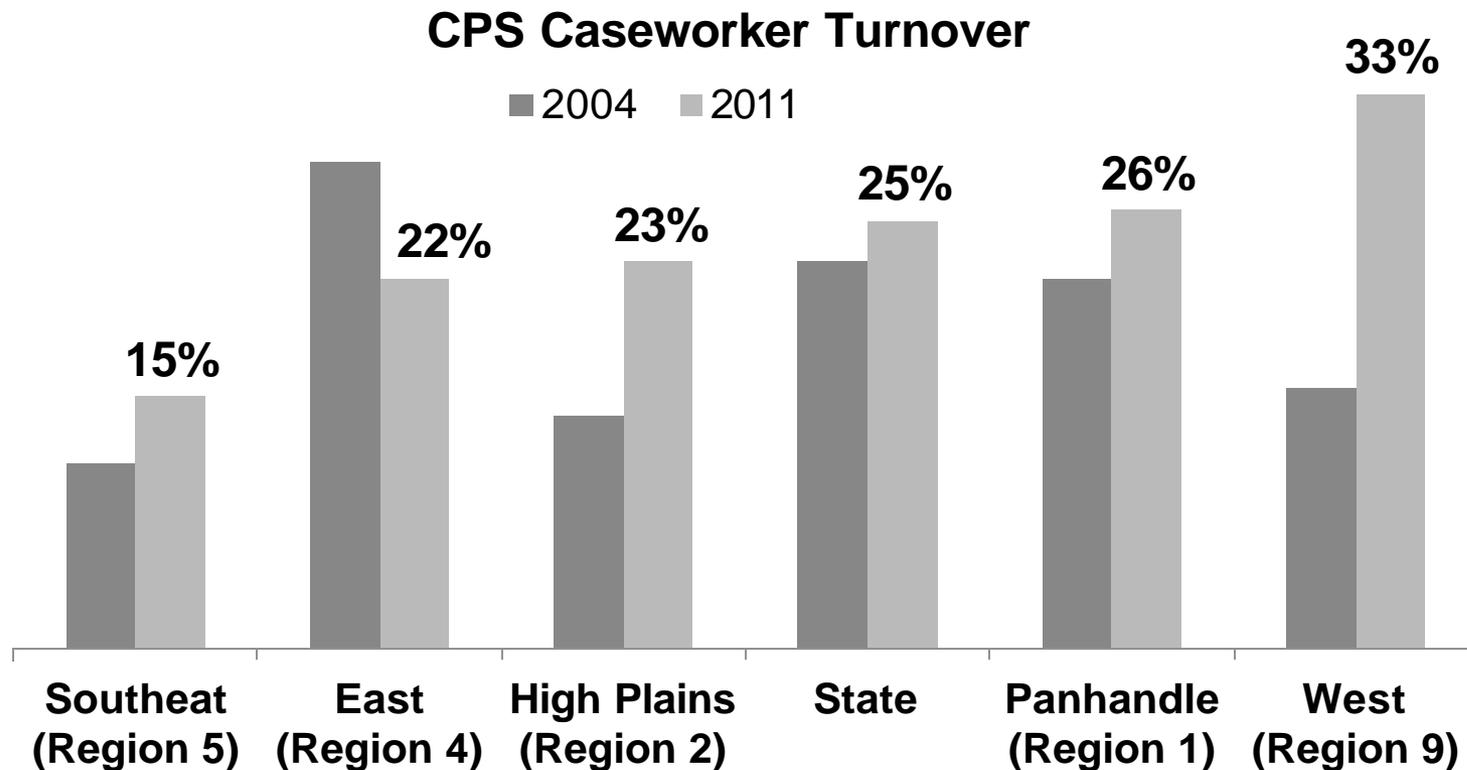
- Build organizational commitment
  - Loan repayment
  - Expand educational stipends to include investigators
  - Create an internal career path for investigators
  - Create expedited certification process for more qualified candidates
  - Pay adequate salary

# Improving Caseworker Retention

- Build unit cohesion and relationship with supervisor
  - Ensure supervisors are involved in picking caseworkers hired for their unit
- Pay parity among different functional units

# Improving Caseworker Retention

Turnover problems vary even in rural areas



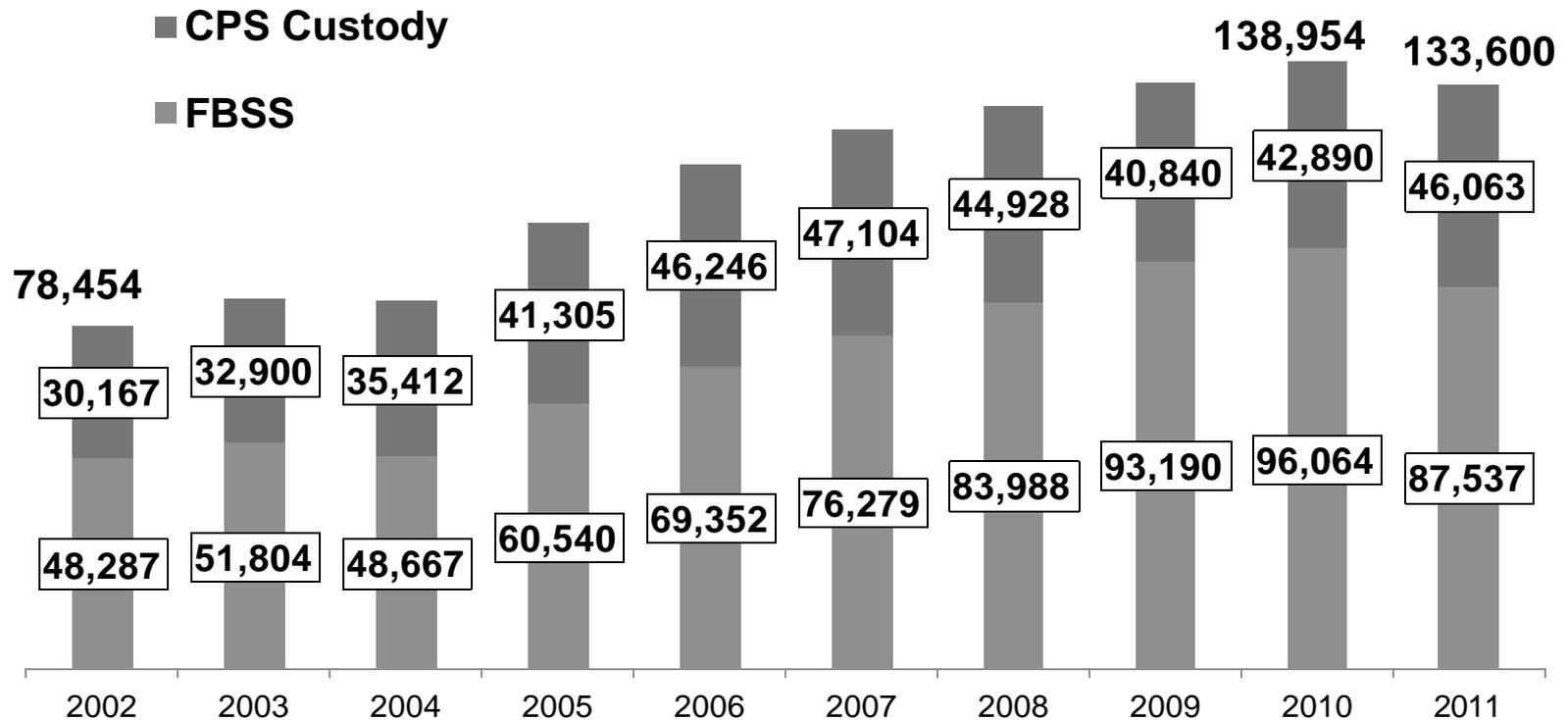
# Times Are Tough for Texas Families

- 1 in 4 children live in poverty (Texas 6<sup>th</sup> worst)
- 1 in 3 children live in single parent households (Texas 14<sup>th</sup> worst)
- 1 in 6 children have no health insurance and 1 in 3 parents have no health insurance (Texas worst)

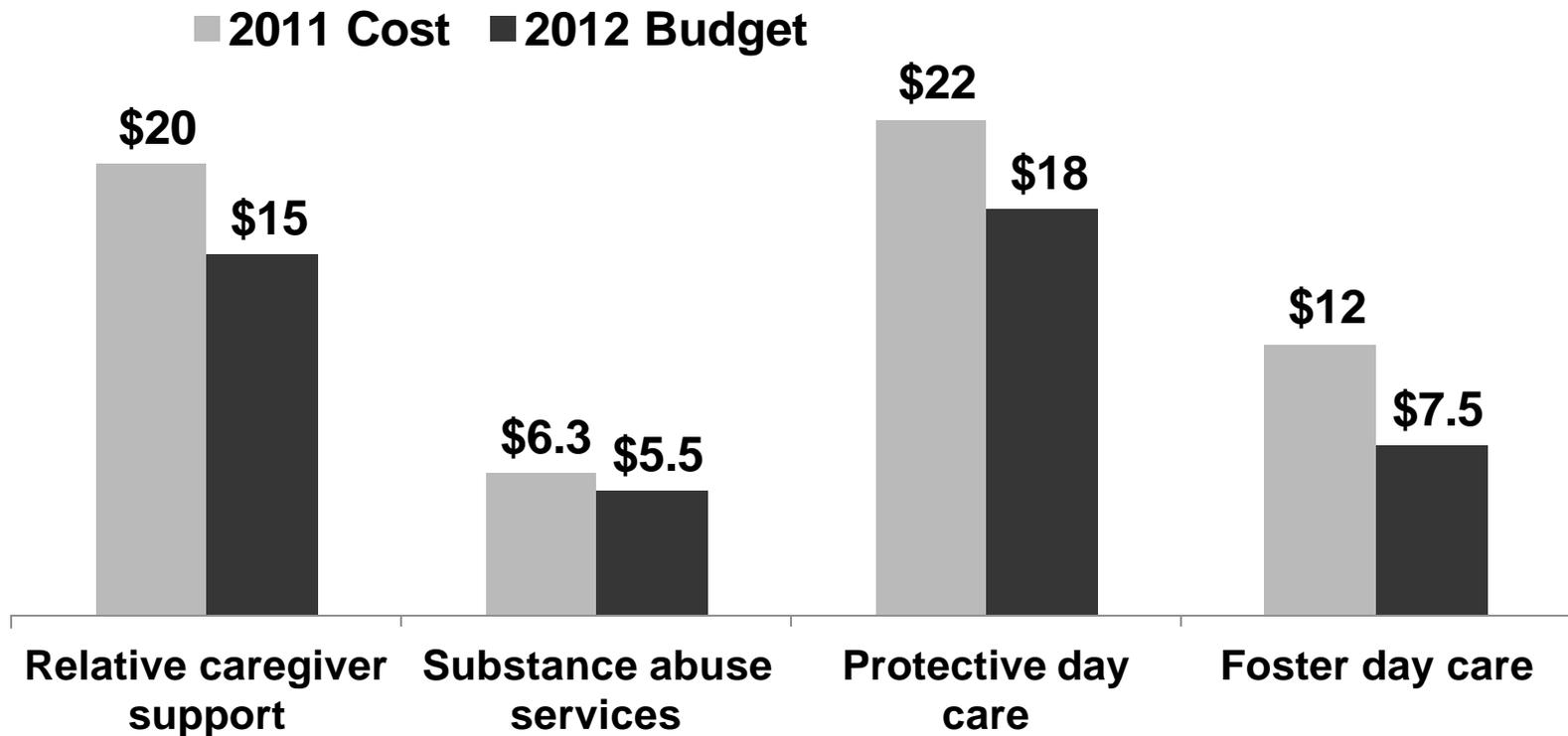
# Times Are Tough for Texas Families

- 63 of every 1,000 girls aged 15 to 19 are giving birth (Texas 3<sup>rd</sup> worst)
- About 5 of every 1,000 children receive child abuse and neglect prevention services (Texas 7<sup>th</sup> worst)
- 80% of Texas is rural and Texas has the largest number of people living in rural areas

# Significant Increase in Number of Kids Needing CPS Services

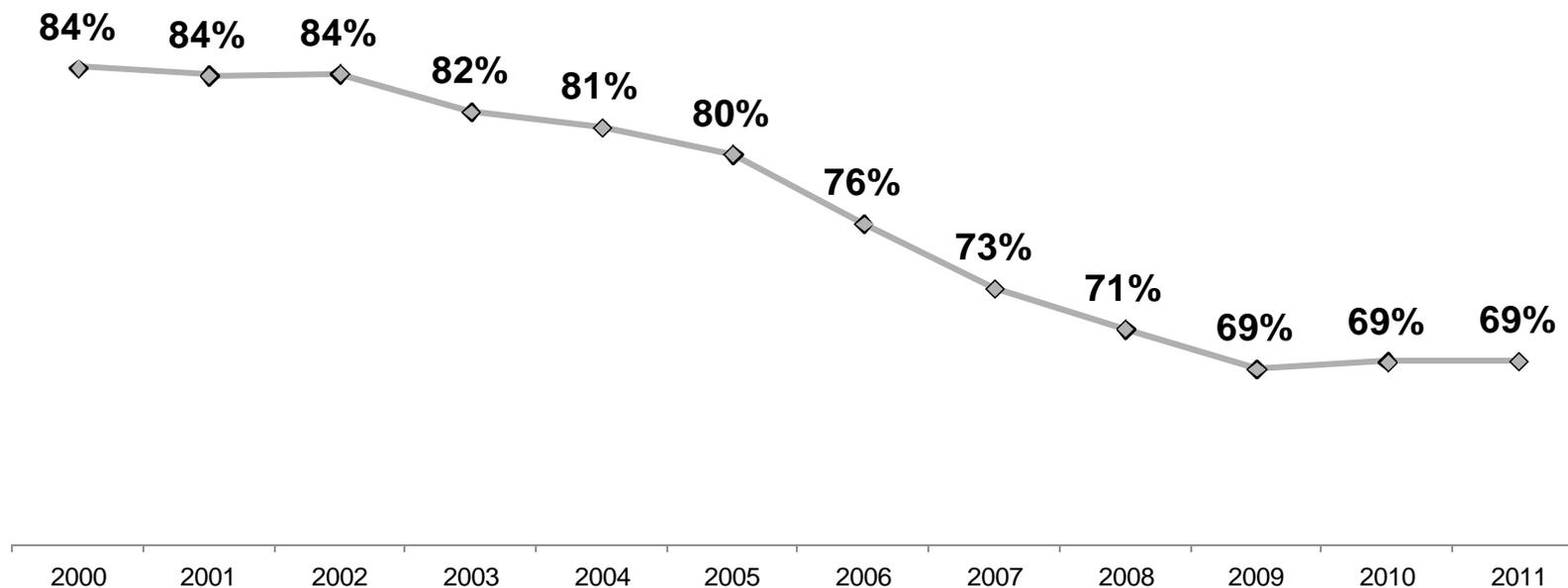


# Cannot Have Quality of Care without Sufficient Resources



# Focusing on Relative Caregivers Has Reduced the Percentage of Children in Foster Care

Percentage of Children in Substitute Care who are in Foster Care



# Quality of Care: Relatives Getting Verified as Foster Parents

- More relatives trying to get verified
  - CPS required to notice relatives about foster care option
  - Permanency Care Assistance program requirement that a relative be licensed for at least 6 months before becoming a PMC
- Historically, process primarily geared toward non-relative caregivers
  - Considerations for relatives can be different

# Quality of Care: Relatives Getting Verified as Foster Parents

- Need to ensure consistency in evaluating relatives and using waivers and variances
  - Need standards and training for CPAs about when appropriate to submit a request for a waiver or variance in context of relative vs. stranger
    - Whenever asked? Only for certain standards?
  - Need standards and training for CCL inspectors and supervisors about what safety means in the context of a relative vs. stranger

# Contact and Resources

- [burstain@cphp.org](mailto:burstain@cphp.org); 512-320-0222 x119
- All reports available on website: [cphp.org](http://cphp.org)
  - 2012 CPS budget
  - 2011 session budget, legislation and interim
  - Adapting foster care licensing process for relatives and primer of foster care licensing process
  - Federal legislation affecting CPS
  - Guide to the Texas CPS system

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